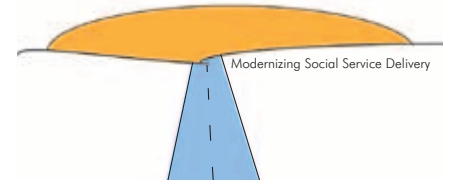


CAPP Q&A

CUSTOMER AND PROVIDER PORTAL

New Horizons



CAPP Primary Business Objective:

“... to implement a public facing web portal which provides customers and providers a user friendly tool to access benefits and other services and initiate a holistic provider management process.”

CAPP Timeline

Contract Signed — August 2010
Detailed Documents Approved — end of September 2010
Project Kickoff — October 2010
Plan & Define Solution to Meet Kansas Needs —
October 2010 through January 2011
Testing — February – May 2011
Training — July 2011
Rollout — July through September 2011
Project Complete — September 2011

What is CAPP?

CAPP (Customer and Provider Portal Project) is an agency modernization project with two primary components.

1. The customer component of this project involves offering customers a new cash, food and child care assistance online application experience with user-friendly functions like “help”, password reset, and the ability to track their application submission status online.
2. The provider component of this project, involves streamlining the process for childcare providers to apply for licensing and enrollment with SRS through a single online application. Additionally, we want a way to manage qualifications, education, and compliance information of providers in a way that will allow parents and others to access that information to make informed decisions. Due to joint interest and the crossover with childcare providers, SRS and Kansas Department of Health and Environment (KDHE) have partnered on this project.

What are the benefits to be gained from CAPP?

- Supports the two tenets of the agency’s strategic plan: customer centeredness and workforce efficiencies
- Supports staff success with handling large case loads by utilizing available technologies
- Moves us toward our goal to use a self service and assisted self service model for customer choice
- Integrates a customer-centered approach to our service delivery model

How will CAPP improve the customer experience?

- Improves the accessibility of benefits and services through additional service channels
- Provides a user friendly, self-service type experience for the customer to access services
- Gives customers access to information in an easily accessible format

How will CAPP increase the quality of child care services in Kansas?

- Provides a single point of information collection and sharing between stakeholders: Parents, SRS, KDHE, other partners
- Creates the ability for Providers to exchange information with SRS and KDHE
- Creates an environment that encourages Providers towards professional improvement
- Provides Families with tools to make more informed child care decisions



Coming September 2011

Please send questions or comments to newhorizons@srs.ks.gov